

Part 573 Safety Recall Report

21V-212

Manufacturer Name : Ducati North America**Submission Date :** MAR 25, 2021**NHTSA Recall No. :** 21V-212**Manufacturer Recall No. :** SRV-RCL-21-002**Manufacturer Information :**

Manufacturer Name : Ducati North America

Address : 1292 Reamwood Avenue
Sunnyvale CA 94089

Company phone : 719 209 4609

Population :

Number of potentially involved : 124

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2021-2021 Ducati Multistrada V4 S

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Ducati Motor Holding immediately activated a technical analysis that highlighted a potential problem with the valve guides. These valve guides are produced by two separate suppliers; however, the potential issue was only identified within one supplier's stock. Ducati Motor Holding's internal analysis confirmed the reliability and robustness of the component produced by the second supplier.

Only a portion of the circulating population is affected by the potential problem.

Ducati Motor Holding has precisely specified the frame numbers of the bikes potentially affected by the problem.

Affected population includes 124 units total.

Production Dates : NOV 05, 2020 - JAN 14, 2021

VIN Range 1 : Begin : ZDMAALVW4MB000257 End : ZDMAALVW6MB002480 Not sequential

Description of Defect :

Description of the Defect : During ongoing product quality monitoring, the potential for excessive wear of the valve guides in the engines has been identified. These valve guides are produced by two separate suppliers; however, the potential issue was only identified within one supplier's stock.

In some extreme cases, this excessive wear can lead to the mechanical breakage of the valve head in the concerned cylinder. This can result in the malfunction of the cylinder.

If this event occurs, the engine will no longer be able to deliver the intended power output and this could lead to potentially dangerous situations. As a result, acceleration and responsiveness from the engine may be reduced, thus not meeting the rider's expectations and with a possible engine not able to be restarted.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In the event of mechanical breakage of the valve head, the engine will no longer be able to deliver the intended power output and this could lead to potentially dangerous situations. As a result, acceleration and performance may be reduced, thus not meeting the rider's expectations and increasing the risk of crash.

Ducati has not received any reports of crashes or injuries.

Description of the Cause : Excessive wear of the engine valve guides.

Identification of Any Warning that can Occur : A decrease in performance may be anticipated by an increase in engine noise.

Involved Components :

Component Name 1 : Engine Valve Guide

Component Description : Engine Valve Guide

Component Part Number : N/A

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

Between 26th January 2021 and 13th March 2021, we received 8 complaints from the global network about increased engine noise and reduced engine performance and engine not able to restart. None of these cases came from the US network.

No injuries or property damaged have been reported.

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On March 23rd, 2021, Ducati Motor Holding's internal safety commission decided to launch a recall campaign to the affected bike park.

Description of Remedy :

Description of Remedy Program : Ducati will notify dealers. The dealer will replace the entire motorcycle engine with another engine, free of charge. Regardless of warranty status, units affected by this recall will be covered at no charge to the customer. This includes reimbursement for pre-notice recall repairs that meet Ducati North America's standards, and support for roadside assistance needed for units to reach a Ducati-authorized repair facility. Requests for reimbursement for the cost of remedies paid for by vehicle owners prior to notification of the safety recall will be considered by Ducati based on the general reimbursement plan on file with the agency. Ducati North America Recall Bulletin SRV-RCL-21-002 is scheduled to be published to the Ducati Dealer Network using the established communication process. Owner notification letters are expected to mail within 60 days from submission of this report.

How Remedy Component Differs from Recalled Component : The problem is limited to a single valve guide supplier. All the engines that will be installed on the bikes will be assembled with the valve guides from the supplier not affected by the problem.

Identify How/When Recall Condition was Corrected in Production : The problem is limited to a single valve guide supplier. All the engines that will be installed on the bikes will be assembled with the valve guides of the supplier not affected by the problem.

All the bikes manufactured as of 23rd March 2021 will only be fitted with the valve guides of the supplier not affected by the problem.

Recall Schedule :

Description of Recall Schedule : A Ducati North America Recall Bulletin will be published to the network of dealers through an established communication process. We estimate that we will initiate the Recall contact process for affected motorcycle Customers starting in March 2021. Owner notification letters will be mailed within 60 days from submission of this report.

Planned Dealer Notification Date : MAR 26, 2021 - APR 01, 2021

Planned Owner Notification Date : APR 15, 2021 - APR 29, 2021

* NR - Not Reported